COUNCIL COMMUNICATION

TO: THE CITY COUNCIL   COUNCIL MEETING DATE
FROM: THE CITY MANAGER'S OFFICE   JUNE 6, 1990

SUBJECT: PURCHASE OF TEL-A-TEND SYSTEM

PREPARED BY: Assistant City Manager

RECOMMENDED ACTION: The City Council authorize the purchase and
                        installation of the "Tel-A-Tend" System. The funds
                        for this system, approximately $5,250, will come from
                        the Contingency Fund.   However, the San Joaquin
                        County Department of Aging will provide $2,500 of
                        this funding.

BACKGROUND INFORMATION: The   "Tel-A-Tend"   System   is   a   computer   which
                        telephones people who live alone and raises an alarm
                        if the person called does not pick up the telephone
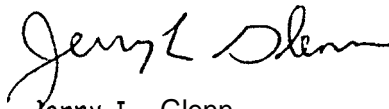
Twenty to twenty-five percent of the households are single person homes.   Most
of these are the elderly or disabled who have no one to look after them on a
regular basis.   This system provides a means to make daily contact with the
person and provides a means of notifying a relative or a friend to provide
assistance.

The San Joaquin County Department of Aging has funds available in their 1989-90
budget to contribute to this system and will reimburse the City $2,500.   In
addition, they will provide a volunteer to process sign-ups and data entry.

Our greatest hazard will be the volume of people signing up for the service.
This can be alleviated by using a dedicated telephone line so it does not tie up
existing lines and the use of volunteers to process the initial sign-ups and
data entry.

This is a unique program and one that truly will show this is a City that does
care for its citizens,   Council is strongly urged to approve this program and
the expenditure of these dollars.   Police Chief Williams will be at the Council
meeting to answer questions.

                        Respectfully submitted,

                        Jerry L. Glenn
                        Assistant City Manager

JLG:br

Attachment

COUNC830

INTRODUCTION:

If a disabled person living alone goes into a diabetic coma, what does he or she do?

If a senior citizen living alone falls and cannot call for help, who finds out and when?

Irma has to take life-saving medication twice daily. If she forgets, can someone call and remind her?

A fraudulent operator is offering phony investments to senior citizens in town. Can someone call and warn potential targets immediately?

Someone is using stolen credit cards and checks. Can someone call and inform all businesses within the hour?

Nancy works from nine to five. How can she know if her kids do not get back from school by 3 o'clock?

The above questions are asked many times by police departments, health care facilities, social service agencies, agencies on aging, hospitals, pharmacies and corporations.

There are 18,247,737 (23% of total) single person homes in the United States[1]. Many of these are the elderly or disabled who have no one to look after them on a regular basis.

Volunteer groups are sometimes available to call on elderly people who live alone. Yet, in many caring communities there are not enough volunteers to call on everyone every day. It takes resources, organization and supervision to keep the volunteers going. And, in our highly mobile society, isolation occurs too easily. As nursing home care costs soar, we desperately need a solution which can help defer the loss of independence and conserve the shrinking health care funds available.

Consider a computer which calls target persons, makes sure they pick up the phone, and delivers the desired message. The system is called Tel-A-Tend. It is available from ICOM Systems.

A BRIEF DESCRIPTION:

Tel-A-Tend is a computer which telephones people who live alone, or others. It raises an alarm if the person called does not pick up his or her phone. Tel-A-Tend contains a list of people who need to be called. The following information is available for each person:

Personal	Relative's	Medical
social sec. number	name	blood group
name	address	height
address	phone number	weight
phone number	relationship	notes
active?	dial relative in emergency?	

In addition to the above, Tel-A-Tend stores audio information for each client. This is a recording made by the operator and can be played back to the "emergency handler(s)"[2] over the phone in case of an emergency.

Tel-A-Tend also supports an option called "TIMED CALLING". With "TIMED CALLING" each person can be called up to five times daily. Tel-A-Tend stores the time at which each call is to be made. A different message can be relayed to the called party each time. Each call can either simply deliver a message and/or raise an emergency if not answered.

Even without the "TIMED CALLING" option, the raising of an alarm can be disabled so that Tel-A-Tend simply delivers messages.

At the specified time(s) Tel-A-Tend dials all clients starting with the first one on its list. After it dials, it waits a preset number of rings for the phone to be

answered. If the phone is answered, it plays a greeting message.[3] If the person called hangs up, Tel-A-Tend assumes all is well and goes on to dial the next person. After Tel-A-Tend has dialed everyone, it prints a report showing who was dialed and when.

If the phone is not answered, the person does not hang up or presses any touch-tone[7] button on the phone, Tel-A-Tend performs "emergency action"[4].

EMERGENCY ACTION

Tel-A-Tend raises an audio alarm. The operator can view and print detailed information on the person concerned with a single keystroke. The operator must do this within a specified time.[5] After the operator enters the required response Tel-A-Tend considers the emergency "handled" and resumes calling the other people on its list.

If the operator does not respond within the specified time Tel-A-Tend dials three preset "emergency handler" phone numbers, one-by-one. These could be the operator's home number, a beeper number, an ambulance service, the police dispatcher, etc. It then plays the client's audio information over the phone. The "emergency handler" can then enter a code to clear the emergency. If the emergency is not cleared, Tel-A-Tend calls the client's relative and informs him about the emergency. It then starts alternating between dialing other clients on the list and repeating "emergency action" until someone clears the emergency.

Obviously, Tel-A-Tend goes far beyond a simple automatic dialing system and yet can offer tremendous savings over a manual dialing operation. You will agree that Tel-A-Tend will be very beneficial for people who live alone and fear what will happen if they become disabled and are unable to call for help. We are so confident about Tel-a-Tend's abilities that we offer a "one month full satisfaction or money back" GUARANTEE. We also back Tel-A-Tend with six months of free telephone support. All this makes it very affordable to "keep tabs" on people who have served the community all of their lives and need a helping hand now.

Tel-A-Tend runs on IBM[*] compatible personal computers. While it is not being used to dial people, the computer can be used for your daily data processing!

TEL-A-TEND SYSTEM FEATURES:

- All dialing is automatic and the system can be left unattended while dialing.

- Tel-A-Tend's announcement can be changed by the operator (you). All recording is done using the telephone handset - No special microphone is required.

- The persons being called DO NOT require any special equipment except their telephone.

- After the client has answered you hear their voice over the local speaker. At that time you may pick up the phone and talk to them.

- All messages played by Tel-A-Tend are recorded human voice, not computer synthesized speech.

- Comprehensive information is stored for each client. This includes personal, health and relative's information along with notes. In case of an emergency this information is easily accessible.

- Tel-A-Tend stores three emergency numbers. It calls these if an operator does not respond from the keyboard.

- In case of an emergency Tel-A-Tend can call the operator at home, call the ambulance service, call a beeper or pager number, the police dispatcher, etc.

- Tel-A-Tend stores audio information for each client. This recording may contain the client's name, address, phone number and any special medical conditions. It is played over the phone, to the "emergency handler(s)", in the case of an emergency.

- Tel-A-Tend can call the client's relative if none of the emergency numbers answer.

- Most parameters such as when to begin dialing, how many rings to wait, emergency numbers, how many times to re-dial, etc. can be changed by the operator.

- Tel-A-Tend takes about fifty seconds to dial each client. If you have 75 clients, your computer will be busy for approximately an hour. The rest of the time you can use it for word-processing, spreadsheets, accounting etc.

- Tel-A-Tend does not impose any restrictions on the maximum number of clients it can handle.

- No complex commands are involved. Tel-A-Tend has an extremely friendly and powerful "point-and-select" user interface.

- A complete log of all calls made is stored and can be printed after dialing is completed.

- Tel-A-Tend is offered both as a separate package and as a complete, ready-to-run, system on IBM[*] compatible personal computers.

- A full one month GUARANTEE is provided with Tel-A-Tend. If one month from the date of installation you are not fully satisfied with Tel-A-Tend you can return it for a full refund.

- Six months of free telephone support is included. Tel-A-Tend is so simple to use that you will probably never need more support.

OPTIONS:

- Personalized announcements for each client.

- TIMED CALLING - supports individually set calling times for each client. This means that Tel-A-Tend could call a client three times each day and remind him to take his medicine!

- The ability to dial out on up to sixteen phone lines simultaneously. This feature requires special hardware.

- Controlling the Tel-A-Tend system from a remote touch-tone[?] phone.

- Storing the words spoken by the client and playing them back to the operator, locally or over the phone.

- Billing clients so that Tel-A-Tend can be operated as a revenue generating or self-supporting service.

MINIMUM SYSTEM REQUIREMENTS:

- IBM XT, AT or PS/2[*] compatible personal computer with hard disk and 512 kilobytes of random access memory.

- Printer. Compatible with above computer.

- Single party telephone and telephone line, like the ones used in most homes.

---

[1] 1980 General Housing Characteristics. U.S. Summary. U.S. Department.

[2] An "emergency handler" is a person authorized to respond to emergencies raised by Tel-A-Tend. The operator may be one of the "emergency handlers".

This message o n be changed by the operator. With the "TIMED CALLING" option a different message can be played with each all.

[4] Emergency action a n he disabled so that Tel-A-Tad simply delivers a message. With the "TIMED CALLING" option the emergency action can be enabled or disabled individually for each call.

[5] Variable from zero to 999 seconds.

[*] IBM, XT, AT, PS/2 are registered trademarks of International Business Machines.
'Touch-tone a a registered trademark of AT&T.

[C] Copyright, 1989, 1990, ICOM Systems, Inc. All specifications are subject to change without notice

HUTCHINS STREET SQUARE

June **6, 1990**

Dennis Bennett
  Chairman

Oneta Lange
  Vice-Chairman

Joanne Hoffman
  Secretary

Sheri Mallory
  Treasurer

Stewart Adams
Bruce Burlington
Julia W. Gillespie
Frank Johnson
Norman King
Ben Schaffer
Chuck Simpson

Robert Rinn
  Director Emeritus

Lindsay Marshall
  Legal Counsel

Robert Kidd, CPA
  Financial Counsel

Charlene Lange
  City of Lodi Liaison

Chief Floyd Williams
City of Lodi
Police Department
230 W. Elm Street
Lodi, California 95240

Dear Chief Williams,

On behalf of the City of Lodi's Senior Commission, we would like to express our appreciation to you in pursuing the purchase of a "Tel-A-Tend" system to benefit our seniors.

As you well know, **nearly 10,000** seniors reside in our community and many of them live independently with no close relatives to rely on for day–to–day contact and support,

We endorse your proposal to implement "Tel–A–Tend" and by unanimous vote of the Senior Commission our Board and volunteers will assist you *in* any way to make this program a success.

Sincerely,

Charlene J. Lange
Community Center Director

CJL/tm